



Helping Households Connect During the Pandemic

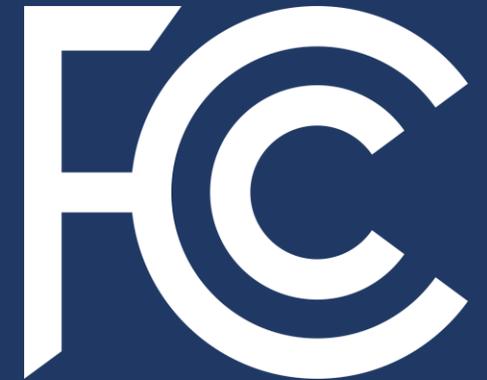
# Emergency Broadband Benefit

What Is the Benefit?

Who Is Eligible?

How Can Households Apply?

FCC Partner Toolkit





# What Is the Benefit?



The Emergency Broadband Benefit Program is a Federal Communications Commission (FCC) Program that provides a temporary discount on monthly broadband bills for qualifying low-income households. Eligible households can receive:

- Up to \$50/month discount for broadband service and associated equipment rentals;
- Up to \$75/month discount for households on Tribal lands, and;
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.



# Who Qualifies for the Benefit?



## A Household Is Eligible If Any Member

- Received a Pell Grant in the current award year;
- Is approved to receive benefits under the free and reduced school lunch program or school breakfast program in the 2019-2020 or 2020-2021 school year;
- Experienced a substantial loss of income, due to a job loss or furlough since 2/29/20 and the household had a total income in 2020 below \$99,000 (single filers) or \$198,000 (joint filers); or
- Meets the eligibility of a participating providers' existing low-income or COVID-19 program.





# Who Qualifies for the Benefit?



## Households That Qualify for Lifeline, Also Qualify

### What Is Lifeline?

Lifeline is a federal program that lowers the monthly cost of phone and internet. Eligible customers will get up to \$9.25 (up to \$34.25 on Tribal lands) toward their bill.

### How Do I Qualify for Lifeline?

Household income is less than 135% of the Federal poverty guidelines  
or

A member of the household participates in one of these programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit
- Tribal programs (and you live on qualifying Tribal lands)



# What Is a Household?



A household is a group of people who live together and share money (even if they are not related to each other.) If you live together and share money, you are one household. If you either don't live together or you don't share money, you are two or more households.

- A household can qualify because of eligible dependent children that meet the eligibility criteria.
- You may have to answer questions about your household when you apply for the Emergency Broadband Benefit Program.
- A household worksheet will be available to assist in determining household eligibility.



# Multi-Unit Dwellings



Eligible households within multi-unit dwellings such as apartment buildings, nursing homes, and group homes can also take advantage of the benefit.

- Households within multi-unit dwellings, where the landlord or the property manager is the internet account holder, may be able to apply the benefit to that broadband service if they otherwise qualify.
- If the household has a bill or other liability for their broadband access that someone else, such as the property owner, is helping to pay, the household could switch temporarily to using EBB support to pay for broadband service instead of relying on that third party's support.





# Additional Details



The Emergency Broadband Benefit will open its enrollment on May 12, 2021.



The Emergency Broadband Benefit is a temporary program developed in response to the COVID-19 pandemic. The program will end once the program funds are exhausted, or six months after the Department of Health and Human Services declares an end to the pandemic, whichever comes first.



The program is administered by the Universal Service Administrative Company (USAC). They also administer the Lifeline program. USAC hosts the application portal and the [GetEmergencyBroadband.org](https://www.getemergencybroadband.org) consumer website.



# Consumer Protections



- Participating providers must give households notice about the last date or billing cycle that the full benefit will apply to their bill and the date or billing cycle that a partial benefit will apply to their bill, in addition to information about the cost of broadband service after the program ends.
- Households will need to opt-in or request to continue broadband services with their provider. If they don't opt-in or select a new service plan with the provider, their broadband service will end once the program ends. Even if they had service with the same provider before enrolling in the Emergency Broadband Benefit, they will need to opt-in to continue broadband services after the program ends.



# Participating Providers



The program is open to all broadband providers, not just those currently offering Lifeline services.

- Fixed broadband services are provided to your home, or a single location. These include cable, fiber optic, DSL, satellite, and fixed wireless services.
- Mobile broadband services are device-based and available throughout the service provider's cellular coverage area, similar to cell phone services.

Check with the broadband providers in your area to learn about their plans for program participation and eligible service offerings. You can find a list of participating providers by state and territory linked on [www.fcc.gov/broadbandbenefit](http://www.fcc.gov/broadbandbenefit).

Not all providers plan to offer connected devices through the program.



# How Do I Enroll?



There are three ways to apply for the Emergency Broadband Benefit

**Option 1:** Contact a participating broadband provider directly to learn about their application process.

**Option 2:** Go to [GetEmergencyBroadband.org](https://www.getemergencybroadband.org) to apply online and to find participating providers near you.

**Option 3:** Send a mail-in application, along with proof of eligibility to:

Emergency Broadband  
Support Center  
P.O. Box 7081  
London, KY 40742





# Enroll Via a Provider



- Contact a service provider. Find a list of participating service providers by state at: [www.fcc.gov/broadbandbenefit](http://www.fcc.gov/broadbandbenefit).
- The service provider assists the consumer (**in-person**) with applying through the National Verifier Service provider portal; or
- The service provider helps the consumer apply using their FCC approved alternate verification process.



# EBB Program: Application Process

# Apply Online: GetEmergencyBroadband.org



Stay Connected

Do I Qualify? ▾

How to Apply ▾

Companies Near Me

Help ▾

## Stay Connected

The Emergency Broadband Benefit Program -  
Helping people stay connected during the  
COVID-19 pandemic



What is the Emergency Broadband

## What is the Emergency Broadband Benefit Program?

The Emergency Broadband Benefit Program is a [Federal Communications Commission \(FCC\) program](#) that provides a temporary discount on monthly broadband bills for qualifying low-income households. If your household is [eligible](#), you can receive:

- Up to a \$50/month discount on your broadband service and associated equipment rentals

# Apply Online

## Your Information

We will use this information to find out if you qualify for the [Emergency Broadband Benefit Program](#) or the Lifeline Program

### What is your full legal name?

The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

**First Name**

**Middle Name** (Optional)

**Last Name**

**Suffix** (Optional)

- First and last name may only consist of letters, hyphens, spaces, and single quotes
- The first name should be the consumer's legal name, not a nickname
- The last name must be at least 2 characters

Date of birth must be in the MM/DD/YYYY format

### What is your date of birth?

**Month**

**Day**

**Year**

# Apply Online

---

**What is your home address?**  
The address where you will get service. Do not use a P.O. Box.

<b>Street Number and Name</b>	<b>Suite, Apt., etc. (Optional)</b>	
<input type="text" value="123 Street Road"/>	<input type="text"/>	
<b>City</b>	<b>State</b>	<b>ZIP Code</b>
<input type="text" value="Your City or Town"/>	<input type="text" value="Choose ▾"/>	<input type="text" value="00000"/>

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# Apply Online

Do you qualify for Lifeline or the [Emergency Broadband Benefit](#) through your child or a dependent?

If you do not qualify on your own, you can sign up for the Lifeline or the [Emergency Broadband Benefit](#) through your child or dependent if they participate in any of the qualifying programs.

- No, I qualify by myself       Yes, I qualify through my child or dependent.

# Apply Online

## Identity Verification

Please select your form of identification from one of the following

Social Security Number

If you would like to verify your identity using your Social Security Number, please enter the last four digits of your Social Security Number (SSN4).

Last 4 digits of your SSN

\*Social Security Numbers are not required to participate in the Emergency Broadband Benefit Program, but using a Social Security number will process your application the fastest. A Social Security Number is required if you are applying for Lifeline.

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Tribal ID Number

If you have and would like to use a Tribal Identification Number to verify your identity, please enter it below.

Tribal Identification Number

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Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID

Please select the type of identification you would like to use to verify your identity.

Driver's License

Military ID

Passport

Taxpayer Identification Number

Other Government ID

Please attach a scanned copy or picture of your form of identification.

\*This option is only available for those applying to the Emergency Broadband Benefit Program.

Next

# Apply Online

## Create Your Account

Making an account will let us keep your information safe. It will also let you save it and come back to it any time.

### Choose your username.

Choose something that you can easily remember. If it helps, use your name in some form.

**Username**

### Choose your password.

Make sure it is something you can remember. It has to follow the requirements below.

**Password**

**Confirm Password**

Type the same password again.

**Password Requirements**

- ① At least 8 characters long
- ① At least 1 capital letter
- ① At least 1 number (0-9)
- ① At least 1 special character (!@#%&\*)
- ① No restricted phrases ?

### Your Contact Information

**What is your email address?**

I want to provide an alternate email.

**What is your phone number? (Optional)**

I have a mailing address that is different than my home address.

Back



Submit

# Apply Online

## My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

Start Lifeline Application

Return to Application

Application Type	Application ID	Application Created	Expiration Date	Status
Emergency Broadband	B38992-35291	03/21/2021	06/19/2021	<a href="#">Incomplete</a>

## Emergency Broadband Benefit Program

The [Emergency Broadband Benefit](#) provides a discount of up to \$50 per month towards broadband service for eligible households and up to \$75 per month for those on Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop, or tablet from participating providers if they contribute \$10-\$50 toward the purchase price. To see if you qualify, click "Get Started".

Get Started

# Apply Online

## Tell Us Which Program You Are In

To qualify for Lifeline or the [Emergency Broadband Benefit](#), we need to know which government assistance program you are in.

### Are you in any of these?

**Check all that apply.**

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?](#)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Federal Pell Grant
- Free and Reduced Price School Lunch or Breakfast Program
- Experienced a significant loss of income since February 29, 2020
- Tribal Specific Program (only choose if you live on tribal lands)
- I don't participate in one of these programs, I want to qualify through my income.
- I am not in any of these, but my child or dependent is in one of these programs. [?](#)

You may be asked to submit documents about the program(s) you select.

[Back](#)

[Next](#)

## Review Your Information

Before we check if you qualify for Lifeline or the [Emergency Broadband Benefit](#), make sure your information is right.

Double check the information below.

Full Legal Name:	<b>boba fett</b>	<a href="#">✎ Edit</a>
Date of Birth:	<b>January 1, 2000</b>	
Last 4 Numbers of SSN:	<b>9876</b>	
Address:	<b>5555 Foxwood Estates Drive Arnold, MO 63010</b>	

The information you gave us will be used to check if you qualify for Lifeline or the [Emergency Broadband Benefit](#). Please confirm that it is okay.

By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline program benefit or the [Emergency Broadband Benefit](#).

[Back](#)

[Submit](#)

# You Qualify for the Emergency Broadband Benefit

**Your application has been approved. If you haven't already done so, the next step is to sign up with a participating internet company by 6/19/2021 (based on US Eastern Time).**

If you do NOT sign up by 6/19/2021, you will have to reapply for the [Emergency Broadband Benefit](#).

**NOTE:** The EBB Program is a limited benefit that will expire when the available appropriated funds are exhausted or six months after the Secretary of Health and Human Services declare an end of the COVID-19 health emergency.

## How to sign up

- 1 Contact an [internet company](#) and ask to sign up for the [Emergency Broadband Benefit Program](#).
- 2 Tell them you have been approved by the Universal Service Administrative Company (USAC).
- 3 Use the same information you used on your [Emergency Broadband Benefit](#) application (full legal name, date of birth, social security number, and address).

Full Legal Name: **John Smithy**  
Address: **123 FAKE STREET,  
WASHINGTON, DC 20003**  
Application ID: **B52073-97572**

**Live on Tribal lands?** Press the button below to see if you qualified for Tribal benefits:

[Confirm Tribal Qualification](#)

Confirmed Tribal: **No**  
Latitude: **0.1615788516069**  
Longitude: **0.2671927739737**  
Coordinate Source: **Automated**

After you sign up with an internet company, you will receive your [Emergency Broadband Benefit](#).

If you have questions about your broadband device, service, or bill, contact your internet company. If you have questions about the [Emergency Broadband Benefit Program](#), call us at [1 \(833\) 511-0311](#) or send us an email at [EBBHelp@usac.org](mailto:EBBHelp@usac.org).

## Apply Online

### Correct Errors through the National Verifier

- Use the portal to correct address and duplicate errors
- Upload Identity Documents
- Upload Eligibility Documents

# Apply Online

Lifeline National Verifier English Español Your Account

Confirm Your Address   Confirm You Qualify   Certify & Sign

## Confirm Your Location

**Show us that your address is right.**

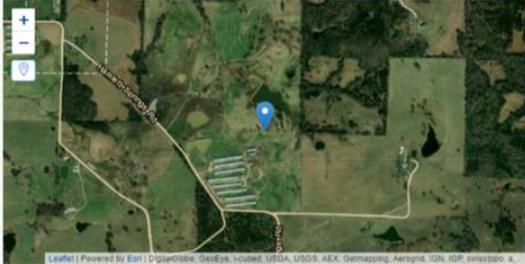
This is the information you gave us.

Address: **904 ZEROKINS,  
CITY, NM 90322**

If you see a typo in your address, [fix it here](#).

You will have until 4/10/2021 to complete this section so we can determine whether you qualify for Lifeline or the [Emergency Broadband Benefit](#). If you do not complete this by then, you will need to come back to this site and fill this form out again.

We need to confirm where you live on the map below. Be as accurate as possible. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once you have found your address on the map.



If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

**Latitude**

**Longitude**

Note: If you live on Tribal lands, this information will be used to confirm you qualify for the enhanced Tribal benefit.

**Next**

# Apply Online



## Confirm Your Household

We need more information to determine whether you qualify for the [Emergency Broadband Benefit](#).

Do you share money (income or expenses) with another adult who gets the [Emergency Broadband Benefit](#)?

This can be the cost of bills, food, etc., and income. If your spouse receives the [Emergency Broadband Benefit](#), please answer "Yes" to this question.

Yes  No

Please select what best describes the building in which you reside

- Apartment building
- Single family home
- Residential facility, such as a nursing home or an assisted living facility
- Transitional housing or shelter
- Other

Please describe

If you live in a single family home where three or more economic households have applied for the [Emergency Broadband Benefit](#), please identify the number of individuals who reside at the address and the number of people in your economic household (Optional):

Number of people at address (Optional):	<input type="text"/>	Number of people in your economic household (Optional):	<input type="text"/>
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You will have until 5/1/2021 to complete this section so we can determine whether you qualify for the [Emergency Broadband Benefit](#). If you do not complete this by then, you will need to come back to this site and fill this form out again.

Next

# Apply Online

Lifeline National Verifier English | Español | Your Account

Confirm Your Address   Confirm Your Household   Confirm Your Identity   Confirm You Qualify   Certify & Sign

## You Can Apply for the Emergency Broadband Benefit

Your household does not get the Emergency Broadband Benefit yet. A household is a group of people who live together and share income and expenses (even if they are not related to each other.)

Please initial the agreements below (2 & 3 are required):

**Initial**  **1. I live at an address with more than one household.**  
If you live alone or you live with other adults who **do not** receive the Emergency Broadband Benefit, do not initial this box.

**Initial**  **2. I understand I am only allowed to get one Emergency Broadband Benefit per household, not per person.**

**Initial**  **3. I understand that this limit is an FCC rule, and lying about my household on this government form can make me lose my Emergency Broadband Benefit and is against the law.**

[Back](#) [Next](#)

# Apply Online

## Qualify for the Emergency Broadband Benefit

To qualify for the [Emergency Broadband Benefit](#), you need to give us more information.

**i** You will have until 6/11/2021 to complete this section so that we can determine whether you qualify for Lifeline or the [Emergency Broadband Benefit](#). If you do not complete this by then, you will need to come back to this site and fill this form out again.

Are you or someone in your household in any of these?

Choose one.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?](#)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Federal Pell Grant in the current award year
- Free and Reduced Price School Lunch or Breakfast Programs in the 2019-2020 or 2020-2021 school year
- Experienced a substantial loss of income since February 29, 2020

To prove participation in one of the above programs, you must submit a document that, at minimum, includes:

- Your name, or your dependent's name
- The name of the qualifying program, such as Medicaid
- The government or Tribal program administrator or the managed care organization (MCO) that issued the document
- An issue date within the last 12 months or a future expiration date that aligns with the benefit period

Give us your documents.

Choose file

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[Back](#)

[Save](#)

[Next](#)

# Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

## I agree, under penalty of perjury, to the following statements:

**Initial**

For my household, I affirm and understand that the EBB Program is a temporary federal government subsidy that reduces my broadband internet access service bill and at the conclusion of the program, my household will be subject to the provider's undiscounted general rates, terms, and conditions if my household continues to subscribe the service.

**Initial**

I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

**Initial**

I agree that **if I move I will give my service provider my new address** within 30 days.

**Initial**

I understand that I have to tell my service provider within 30 days if I do not qualify for EBB Program anymore, including:

1. I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
2. Either I or someone in my household gets more than one EBB Program benefit.

**Initial**

**I know that my household can only get one EBB Program benefit** and, to the best of my knowledge, my household is not getting more than one EBB Program benefit. [?](#)

**Initial**

I agree that all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and/or receiving the EBB Program benefit. I understand that if this information is not provided to the Program Administrator, I will not be able to get EBB Program benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the EBB Program Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get a EBB Program benefit.

**Initial**

**All the answers and agreements that I provided on this form are true and correct** to the best of my knowledge.

**Initial**

**I know that willingly giving false or fraudulent information to get EBB Program benefits is punishable by law** and can result in fines, jail time, de-enrollment, or being barred from the program.

**Initial**

I was truthful about whether or not I am a resident of Tribal lands, as defined in this form. [?](#)

## Your Signature

Type your full legal name below

Nick Johnson

- I understand this is a digital signature, and is the same as if I signed my name with a pen.

[Back](#)

[Submit](#)

# Apply Online

## We Are Checking Your Documents

Thank you for submitting your information. Someone is looking at your documents to make sure you qualify.

### This will take a few minutes.

If you need to leave and come back later, this page will be available until 4/10/2021 (Based on US Eastern Time)

Our support Center hours are 9 a.m. - 9 p.m. ET, Monday - Sunday. If you're using the system outside of those hours, please check back today or tomorrow morning after 9 am ET to see if you qualify for Lifeline or the [Emergency Broadband Benefit](#).

#### If you qualify...

You will have **90 days** to [find a company](#) and sign up for service.

#### If you do not qualify...

We'll ask you for more information or tell you what to do next. You will have **until 4/10/2021** (Based on US Eastern Time) to send us the information or complete the next steps.

Need help with your Lifeline application? Contact us at [1-800-234-9473](tel:1-800-234-9473) or [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org).

Need help with your [Emergency Broadband Benefit](#) application? Contact us at [1-833-511-0311](tel:1-833-511-0311) or [EBBHelp@usac.org](mailto:EBBHelp@usac.org).

Full Legal Name: **APPLE BUTTERS**

Address: **904 CREEKSIDE,  
CITY, NM 09323**

Application ID: **Q28151-52972**

# You Qualify for the Emergency Broadband Benefit

**Your application has been approved. If you haven't already done so, the next step is to sign up with a participating internet company by 6/19/2021 (based on US Eastern Time).**

If you do NOT sign up by 6/19/2021, you will have to reapply for the [Emergency Broadband Benefit](#).

**i** NOTE: The EBB Program is a limited benefit that will expire when the available appropriated funds are exhausted or six months after the Secretary of Health and Human Services declare an end of the COVID-19 health emergency.

## How to sign up

- 1** Contact an [internet company](#) and ask to sign up for the [Emergency Broadband Benefit Program](#).
- 2** Tell them you have been approved by the Universal Service Administrative Company (USAC).
- 3** Use the same information you used on your [Emergency Broadband Benefit](#) application (full legal name, date of birth, social security number, and address).

Full Legal Name: **John Smithy**  
Address: **123 FAKE STREET,  
WASHINGTON, DC 20003**  
Application ID: **B52073-97572**

**Live on Tribal lands?** Press the button below to see if you qualified for Tribal benefits:

**Confirm Tribal Qualification**

Confirmed Tribal: **No**  
Latitude: **0.1615788516069**  
Longitude: **0.2671927739737**  
Coordinate Source: **Automated**

After you sign up with an internet company, you will receive your [Emergency Broadband Benefit](#).

If you have questions about your broadband device, service, or bill, contact your internet company. If you have questions about the [Emergency Broadband Benefit Program](#), call us at [1 \(833\) 511-0311](#) or send us an email at [EBBHelp@usac.org](mailto:EBBHelp@usac.org).

# Apply by Mail

- Consumers must complete all sections of the application (excluding page 8)
- Write clearly, using black ink and capital letters
- Consumers enter the same information they would include on the online application
- Encourage consumers to submit copies of identity and eligibility documents along with a completed household worksheet

FCC FORM 5638

Emergency Broadband Benefit Program  
Application Form



## About the EBB Program

The EBB Program is a Federal Communications Commission (FCC) program that provides a broadband and/or device benefit for qualifying low income consumers during the COVID-19 pandemic.

## Rules

If you qualify, your household can receive a monthly Emergency Broadband Benefit Program (EBB Program) benefit of up to \$50 to cover the cost of your internet service (up to \$75 on qualifying Tribal lands). Through the program, your service provider may also offer a one-time internet connected device benefit of up to \$100 for a computer, tablet, or laptop with a co-payment of more than \$10 but less than \$50.

This program is temporary and will expire when the fund runs out of money or six months after the Secretary of the Department of Health and Human Services declares an end to the COVID-19 health emergency.

Your household cannot get the EBB Program benefit from more than one service provider. You are only allowed to get one EBB Program benefit per household, not per person. If more than one person in your household participates in the EBB Program, you are breaking the FCC's rules and will lose your benefit.

The Emergency Broadband Benefit Program is separate from the FCC's Lifeline Program. If your household qualifies for both programs, you can apply for and receive both benefits.

Note: Broadband service providers must also meet certain criteria to participate in the EBB Program. Check with your service provider to determine if it participates.

## What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

## Do not give your benefit to another person

The EBB Program benefit is non-transferable. You cannot give your benefit to another person, even if they qualify for the EBB Program.

## Be honest on this form

You must give accurate and true information on this form and on all EBB Program related forms or questionnaires. If you give false or fraudulent information, you will lose your benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal action against you. This may include (but is not limited to) fines or imprisonment.

## You may need to show other documents

If the EBB Program Administrator is not able to validate that you or someone in your household qualify by checking available electronic resources (including eligibility databases for the FCC's government agency partners), you may need to provide additional documents. For example, you may need to provide an official document that proves your participation in a qualifying government assistance program, your income, or your identity.

### Apply

To apply for the EBB Program, fill out the required sections of this form, initial every agreement statement, and sign on page 7. You can also apply online at [GetEmergencyBroadband.org](https://www.getemergencybroadband.org) for faster processing.

### Mail the form to this address:

USAC  
Emergency Broadband Support Center  
P.O. Box 7081  
London, KY 40742





Helping Households Connect During the Pandemic

# Introducing the Emergency Broadband Benefit Outreach Toolkit

Lyle Ishida  
Chief, Consumer Affairs and Outreach Division  
Federal Communications Commission  
[lyle.ishida@fcc.gov](mailto:lyle.ishida@fcc.gov)



# What Is the Outreach Toolkit?



The outreach toolkit is a collection of social media, printables, and other tools to assist communities, partners, grassroots organizers, and navigators in raising awareness around the Emergency Broadband Benefit.

These tools are for public access, downloadable, and free to use. They can also be co-branded and/or adjusted to your voice.



# FCC Outreach Toolkit



## Social

Logos  
Social Media Images  
Draft Social Media Posts  
Newsletter Insert  
Draft Press Release

## Printables

Fact Sheet  
Flyer  
9"x 5" Info Card  
1/4 Page Handout  
Poster/Infographic

## Videos and PSAs

ASL Video  
Overview Video  
How to Apply Video  
Audio PSAs  
PowerPoint Slide Deck



# Social Media Support



Logos

Social Media Images

Draft social Media Posts

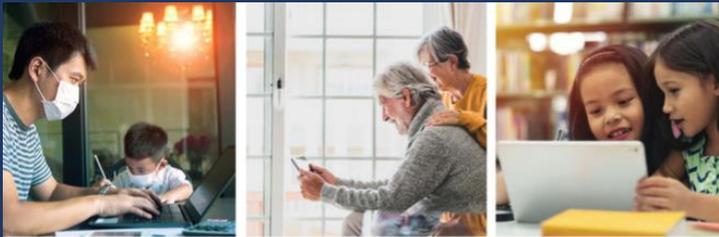
Newsletter Inserts

Draft Press Release





# Printables



## EMERGENCY BROADBAND BENEFIT

### WHAT IS IT?

The Emergency Broadband Benefit is a temporary FCC program to help households struggling to afford internet service during the pandemic.

### The benefit provides:

- Up to \$50/month discount for broadband service;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

### WHO IS ELIGIBLE?

#### A household is eligible if one member of the household:

- Has an income that is at or below 135% of the Federal Poverty Guide lines or participates in certain government assistance programs;
- Receives benefits under the free and reduced-price school lunch or breakfast program;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020; or
- Meets the eligibility criteria for a participating provider's existing low-income or COVID-19 program.

### THREE WAYS TO APPLY

# 1

Contact your preferred participating provider directly to learn about their application process.

# 2

Go to [GetEmergencyBroadband.org](https://www.getemergencybroadband.org) to submit an application and to find participating providers near you.

# 3

Complete a mail-in application and send it along with proof of eligibility to:

Emergency Broadband Support Center  
P.O. Box 7081  
London, KY 40742

### LEARN MORE

📞 Call 833-511-0311, or

🌐 Visit [fcc.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit)



## WHAT YOU SHOULD KNOW ABOUT THE EMERGENCY BROADBAND BENEFIT



### What is it?

A temporary FCC program to help households struggling to afford internet service during the pandemic.

#### The benefit provides:

- Up to \$50/month discount for broadband services;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

### Who is eligible?

#### A household is eligible if one member of the household:

- Has an income that is at or below 135% of the Federal Poverty Guidelines or participates in certain government assistance programs;
- Receives benefits under the free and reduced-price school lunch or breakfast program;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020; or
- Meets the eligibility criteria for a participating provider's existing low-income or COVID-19 program.



### How do I apply?

There are three ways to apply for the Emergency Broadband Benefit.

# 1

**Contact your Preferred Participating Provider Directly**

Ask your provider if they participate in the EBB, or use our online tool to find a participating company near you.



# 2

**Online**  
Use the online application at [GetEmergencyBroadband.org](https://www.getemergencybroadband.org)

# 3

**By Mail**

Print an application in English or Spanish. Complete the application and send with proof of eligibility to:

Emergency Broadband Support Center  
P.O. Box 7081  
London, KY 40742

For additional information, Call 833-511-0311, or visit [fcc.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit)

Fact Sheet

Flyers

Poster

9" x 5" Info Card

1/4 Page Handout

Infographic



# Videos and PSAs



## ASL Video

Overview Video

How to Apply Video

Radio PSAs

Powerpoint Slide Deck





# Toolkit Accessibility



## Translated Languages

Arabic  
Amharic  
Burmese  
Chinese (Traditional)  
French  
Haitian Creole  
Korean  
Portuguese  
Russian  
Somali  
Spanish  
Tagalog  
Vietnamese

## Translated Material

Fact Sheet  
9" x 5" Info Cards  
1/4 Page Handout

## Alternate Formats

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to: [FCC504@fcc.gov](mailto:FCC504@fcc.gov).



# Questions?



The FCC's EBB Consumer Page:  
<https://www.fcc.gov/broadbandbenefit>

The FCC's list, by state, of EBB providers  
<https://www.fcc.gov/emergency-broadband-benefit-providers>

A comprehensive FAQ on the EBB program  
<https://www.fcc.gov/consumer-faq-emergency-broadband-benefit>

Toll free number for questions: 833-511-0311  
To apply: [GetEmergencyBroadband.org](https://www.getemergencybroadband.org)